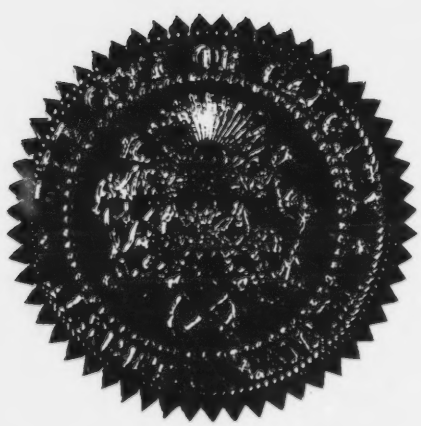
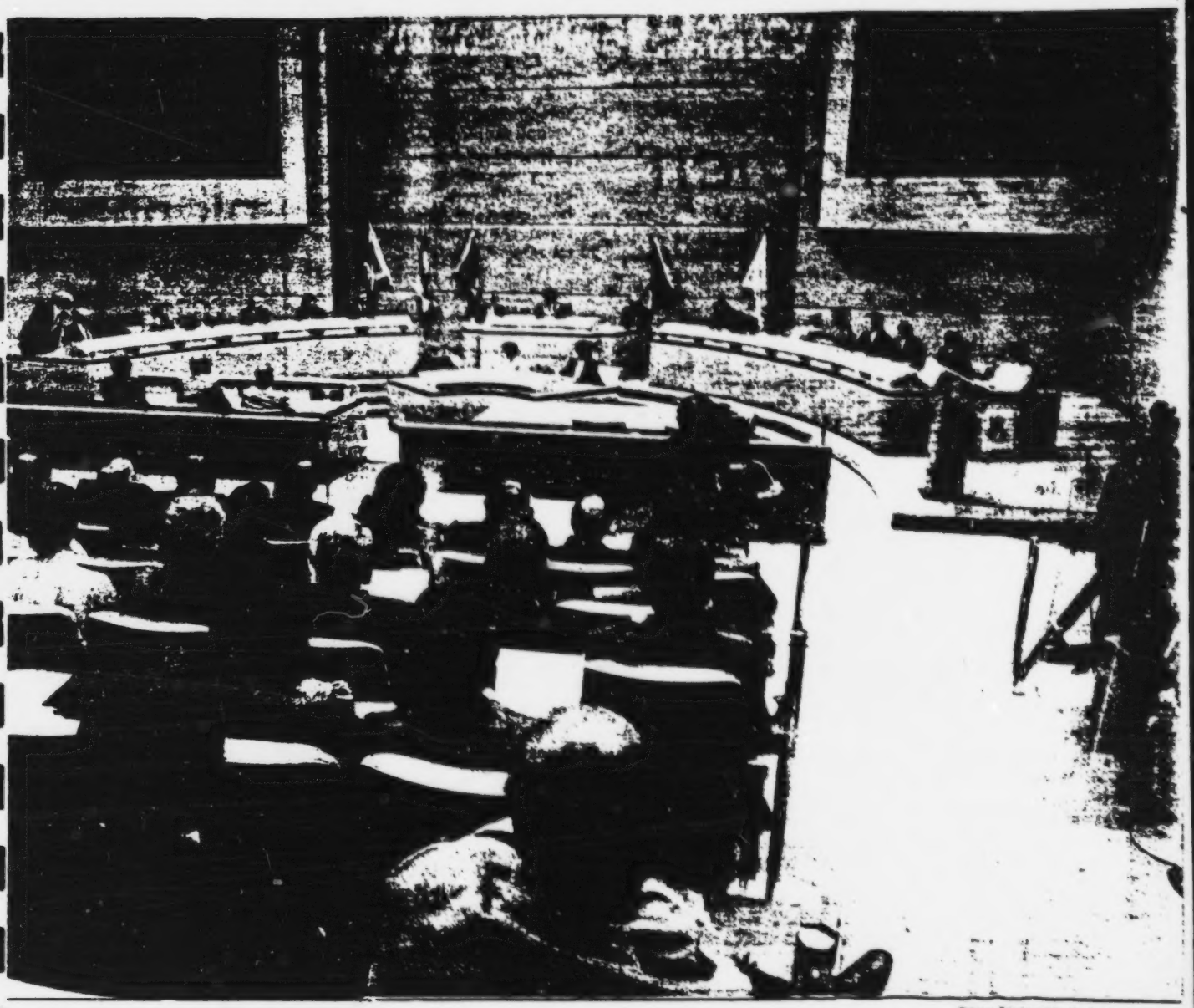
ANNUAL REPORT

1985

CITY CLERK'S DEPARTMENT

(EST. 1884)





Dean Bicknell, Calgary Herald

Council moves into shiny new chambers

Calgary Herald - 1985 December 03

It was business as usual for the City Clerk's Department for the year 1985, almost.

Yes, the Municipal Building was officially opened, including the new Council Chamber, however, the Department remained in the City Hall building and Council continued to meet in the old Chamber until the New Year.

Yes, we were able to meet our objectives in a timely manner, and within budget.

Yes, we made a commitment to formally participate in the City Service Improvement Program, recognizing, of course, that the Department was already exercising the principles espoused by the program.

Yes, we are in the middle of a three-year work cycle, however, next year is an election year and with it will bring the activities associated with the municipal election.

As Host Clerk for the International Institute of Municipal Clerks' 39th Annual Conference held in Banff in May, 1985, I would like to acknowledge the hard work and co-operation of the staff in the Department, as well as my fellow Alberta City Clerks, in helping to plan and organize a most successful Conference. Hats off to all of you!

Joyce E. Woodward,
City Clerk.

Role and Mission

The City Clerk's Department exists to provide, in a cost effective manner, corporate secretariat services to the corporation in accordance with the provisions of the Municipal Government Act, other legislation and by-laws and as directed by Council and the Board of Commissioners.

Services Provided

The primary services provided by the City Clerk's Department include the preparation and distribution of the agenda for City Council and its Committees; recording, in minute form, the deliberations of City Council and its Policy Committees and assigned Special Committees and transmitting, to all concerned parties, the results of such deliberations; protection for and access to the permanently valuable records of the Corporation, and to facilitate effective enumeration, election and civic census functions.

Customers Served

The City Clerk's Department provides information and resources to City Council, the Civic Administration, other levels of government and to the public.

Operating Philosophy

The City Clerk's Department is committed to professionally provide a strong public service while observing legislative and statutory requirements.

Financial Commitment

As the duties performed by the City Clerk's Department are, for the most part statutory requirements, and because the Department is principally a support operation which is full mill rate supported, emphasis is placed on making efficient use of resources available to best attain true value for money.

Growth/Activity Drivers

The demands of the City Clerk's Department correspond directly to the demands placed on City Council and its Committees and to the level of public interest and involvement in the legislative process.

The Secretariat

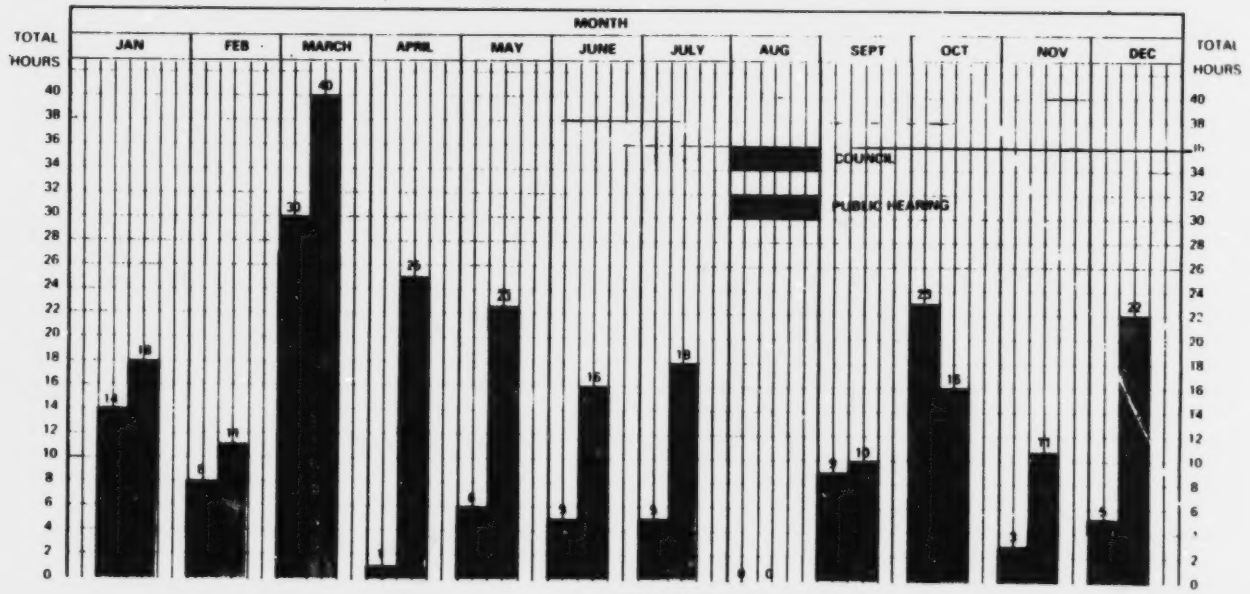
Major duties of the Secretariat are the recording, in minute form, of the deliberations of City Council, its Policy Committees and assigned Special Committees and transmitting, to all concerned parties, the results of all such deliberations.

Additionally, the Secretariat has responsibility for co-ordinating the preparation and distribution of agendas for City Council and its committees.

In 1985, the Council Section provided recording secretary services for each of the 34 regular and 11 special meetings of City Council. City Council, in 1985, sat for a total of 319 hours. See Figure I. Decisions reached at these meetings were recorded in 8,477 pages of minutes. For a 5-year survey of Council activity, see Figure II.

(Figure I)

COUNCIL MEETING HOURS STAFFED BY CITY CLERK - 1985



*TOTAL HOURS PUBLIC HEARING 109
COUNCIL 210
319

(Figure II)

COUNCIL MEETINGS

YEAR	REGULAR	SPECIAL	NO. OF PAGES
1981	33	27	11,090
1982	34	26	10,420
1983	33	07	8,884
1984	34	13	8,539
1985	34	11	8,477

During 1985, four Committee Assistants provided recording and secretarial support to Council's five Standing Policy Committees and thirty-one Special Committees. The Committees spent 565 hours in a total of 321 meetings. See Figure III.

For the 1985 Organizational Meeting of Council, the Clerk's Department Secretariat processed, for consideration by Council, 182 applications from citizens wishing appointment to one or more of the Special Committees. All applicants were subsequently advised as to the outcome of their application and all appointees from the previous year received letters of thanks.

Following the completion of the 1985 Organizational Meeting, the Secretariat staff updated the information booklet "Boards, Commissions and Committees of Council" and distributed the revised copies. Revisions to this book are made on a monthly basis.

This Division is also charged with the administration of the Public Contributions Act which governs all charitable campaigns for funds within the City of Calgary. In 1985, the Secretary to the Approving Authority for Public Contributions, processed over 308 applications to raise funds.

In 1985, the Division attempted to ensure that a smooth change-over was made to the new Council Chamber in the recently completed Municipal Building.

During 1985, the Legislative Awareness Service was continued for the administration. While the Provincial Legislature is in session, the Division distributes on a daily basis, all Bills and copies of Hansard. This material is distributed within 24 hours upon receipt, which enables the Administration to advise the Province quickly of any concerns it may have prior to the passage of Legislation.

All duties of the Division were carried out within budget.

(Figure III)

Committees Staffed by City Clerk's Department

	Number of Meetings Called (1985)
Standing Policy Committees	
Intergovernmental Affairs	10
Legislation	11
Operations and Development	11
Community Services	17
Finance and Budget	15
Special Committees	
Advisory Committee on Animal Control	11
Aldermanic Office Co-ordinating Committee	04
Approving Authority	13
Audit Committee	12
Boxing and Wrestling Commission	19
Calhome Properties Ltd.	02
Centennial of Incorporation	03
Civic Traffic Management and Advisory Committee	09
Community Video/Arcade Committee	00
Convention Centre Authority	10
Council Remuneration	02
Disaster Services Committee	00
Federation of Canadian Municipalities	02
Gas and Power Committee	09
Handicapped and Elderly Transportation Committee	11
Heritage Advisory Board	13
Housing Commission	02
Internal Action Committee	01
Land Committee	26
Legislative Building Committee	02
Legislative Resources and Structural Review Committee	09
License Appeal Board	05
Municipal Building Advisory	24
Municipal Heritage Properties Authority	11
Native Urban Affairs Committee	11
Nominating, Agenda and Personnel Committee	23
Parks/Recreation Board	14
Parks Use Appeal Committee	01
Song for Calgary Committee	05
Special Needs Taxi Service Appeal Board	03
Weeds Appeal/Litter Appeal Committee	00
TOTAL: 36 Committees	321 Meetings

Administration

The Administration Division of the City Clerk's Department, under the direction of the Administration Manager provides a variety of administrative, accounting and personnel support services for the City Clerk's Department, including the Aldermanic Support Staff. The Division has full payroll responsibility for City Clerk's staff, Aldermanic Support staff and the Aldermen.

This Division, in consultation with the Secretariat, prepares the monthly meeting lists and calendars which are circulated to all Members of Council, Commissioners, and other City departments.

The approved 1985 Operating Budget of $1,294,000 was further reduced at year-end with a favourable variance of 3%, saving $36,000 in overall operating costs.

As part of its personnel function, the Division assisted in processing six resignations, four internal transfers, one dismissal and in-filling eight vacancies.

In addition to its other duties, the Division acknowledged and referred to the Law Department a total of 764 Claims against the City (up 13 from 1984) and forwarded to the City Assessor and City Engineer, 91 public petitions regarding Local Improvement (a decrease of 25 over 1984).

In 1985, the Administration Division was actively involved in procuring new office equipment (automated photo-copy machine and memory typewriters). The installation of this equipment improved the efficiency of work within the whole of the City Clerk's Department. The time savings boosted staff morale, as did the installation of new furnishings.

As a result of the Corporation's direction in computer automation, this Division is involved in assisting in the on-going evaluating of present computer facilities with regard to possible department participation. This task will be completed in 1986.

During 1986, the Division will continue to carefully monitor Departmental expenditures. All claims and local improvement petitions will continue to be acknowledged within 24 hours. Other support services undertaken for the department, will again be provided in a timely manner.

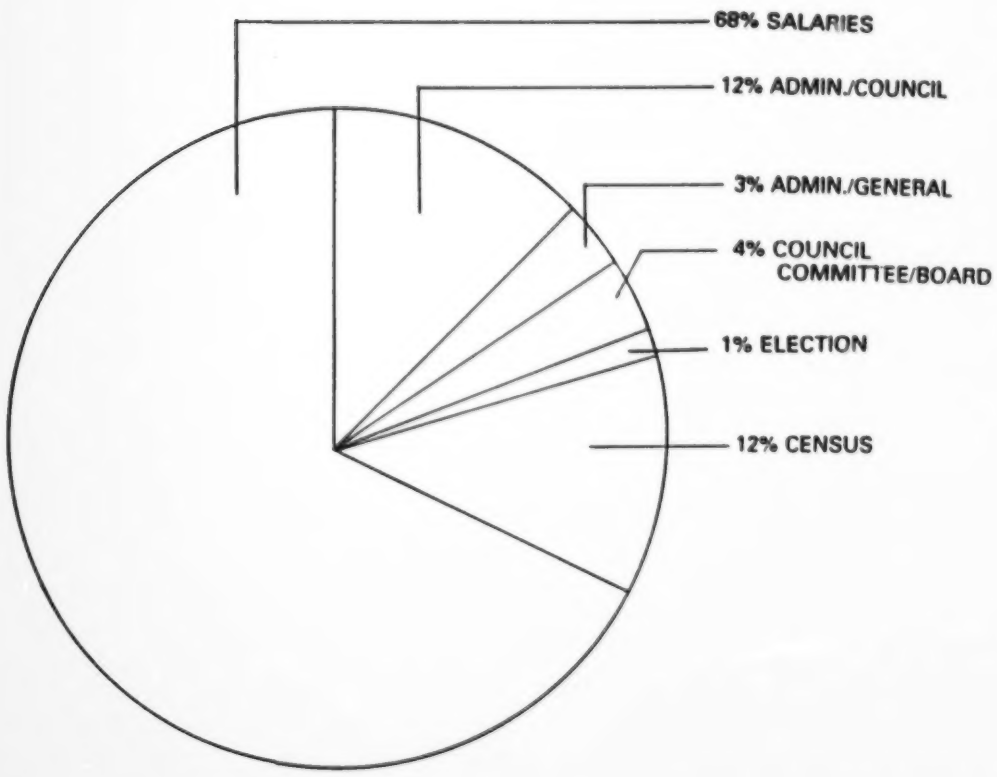
The Administration Division was actively involved in the moving of the Aldermanic Office and the Council Chamber facilities from City Hall to the New Municipal Building. This assistance will continue in 1986.

The distribution of the Operating Budget of the City Clerk's Department for 1986 is represented in Figure IV.

(Figure IV)

CITY CLERK'S DEPARTMENT

1986 OPERATING BUDGET DISTRIBUTION



Census and Election

This year, as in past years, a review of growth areas in the City was conducted. This review resulted in the establishment of seven new census districts over 1984, and the re-distribution of another six census districts. It also allows for the equalization of census districts, in order that dwellings to be canvassed in an area may be covered within the two week time period available. An average census area has from 400 to 500 dwellings.

The 1985 Census

Six hundred and sixty-eight persons responded to the requests for Census Takers. All the applicants were screened and 489 Census Takers were appointed. Each Census Taker was instructed through the audio-visual training program provided by this Division. Census Takers called on 255,000 dwelling units throughout the City obtaining data from responses to a variety of questions. Once completed, the data gathered by the Census Takers was verified by eleven temporary staff members, also hired and trained by this Division. Verification was completed in approximately three weeks.

The population in Calgary in 1985 was determined to be 625,143, an increase of 5,329 since the 1984 Census.

Collection of census data is necessary to ensure that the City of Calgary receives the full benefit of per-capita Provincial Government grants. In addition, information was also secured for the Calgary Board of Education and the Calgary Roman Catholic School Board regarding the number and ages of pre-school age children. This information assists both Boards in determining their future requirements for schools or classrooms.

During the Census, information was also collected for Transportation Department purposes. Each occupied dwelling was asked to provide information regarding the number of employed persons residing at that location. As a result, those figures will be useful in projecting demands for transportation.

In addition, a sample "travel to work" survey was also conducted in order to obtain information on where people work in the City, as well as, how and when they travel to work. This information will be used extensively in the planning and design of new roads and transit service.

The cost to conduct the Census was $196,000.

The word-processor that was installed in the Census and Election Division in 1982 was used extensively throughout the Census and has provided the Division with increased control, speed and efficiency. The 1985 appointments of Census workers, lists of payments, statistical summaries, etc., were completed on the word-processor, reducing Data Processing costs substantially.

New Census and Enumeration district maps were prepared by the Data Processing Department's Computer Mapping Section using the Computer Graphics System. These new maps, which show individual addresses, will provide more accurate coverage of census districts.

A Civic Census Procedure Manual was written following the 1985 Civic Census utilizing information that was compiled during the conduct of the Census.

A Ward Boundary review was also completed. By preparing comparison growth charts it was determined that growth and variation was insufficient to warrant any changes to the ward boundaries for the 1986 General Municipal Election.

The Division maintained a state of readiness throughout the year in the event that a plebescite or by-election was called.

In 1986, the Census and Enumeration will be conducted simultaneously. Information regarding age/sex categories will be collected for the Provincial Government as well. Preparations will be underway early in the year for the General Municipal Election to be held 1986 October 20. Subsequent to the Election, an Election Procedures Manual will be prepared.

Archives and Records

Service

The City of Calgary Archives and Records Division exists to preserve and make available the permanently valuable records of the Corporation. The Division also makes decisions as to what records should and should not be preserved, and offers a reference service to the Corporation and members of the public.

During 1985, the total number of Research Requests in the Records and Archives Section decreased 3.3% from 3238 requests in 1984 to 3129 in 1985. Internal use of records accounted for this decrease, from 1933 requests in 1984 to 1752 requests in 1985. This was greatly due to a return to normal use of records, after the increased use in 1984 during the Centennial of Calgary's Incorporation. See Figure V.

However, external use increased by 5.5% from 1305 requests in 1984 to 1377 requests in 1985. This was due to an increased spirit in the community to research and write Calgary's history after the successes of the 1984 Centennial. The records of the Corporation of the City of Calgary, which are presently housed in the Archives of the Glenbow-Alberta Institute, were those which were viewed on a regular basis. Those projects which made use of these records included a history of the City of Calgary Electric System, community histories of Scarboro and Sunalta and a history of the development of City labour unions and parks.

(Figure V)

Research Requests

	Internal	External	Total
(1985) Records	1703	817	
(1985) Archives	49	560	
	1752	1377	3129
(1984) Records	1778	1007	
(1984) Archives	155	298	
	1933	1305	3238
(1983) Records	1908	1240	
(1983) Archives	50	512	
	1958	1752	3710

Records Storage

The Archives presently stores 1005 metres of documentation in a storage vault in northeast Calgary. This represents 80% of the present storage capacity of 1271 metres. The full storage capacity can be increased by 150 metres, increasing storage space to allow for 416 metres of incoming records.

Accessions Received

In 1985 the Archives took in 22 individual accessions which represented a total extent of 105 metres. Those bodies which deposited records include the Calgary Regional Arts Foundation, the Centennial of Incorporation Committee, City Clerk's Department, Corporate Resources, Fire Department and Mechanical Services.

The Archives also received 21 individual accessions which consist of books, certificates and photographs. These had been presented to the Mayor and were later transferred to the Archives for storage. In addition, 36 individual artifacts, presentation items to the Mayor, were placed in the Archives.

The Archives is presently storing 150 metres of records in the Archives of the Glenbow-Alberta Institute. A request has been received from the Institute to remove these records from their premises as they now have a space shortage. It is thus urgent that appropriate archival facilities be found in the downtown section of Calgary, for the storage of these records, as well as for the Corporation's records. Archival office space and research space is also required.

These records include:

City Clerk's Correspondence Files	1890 to 1961
Board of Commissioners Correspondence Files	1909 to 1928
Municipalities of Bowness, Forest Lawn and Montgomery Council Minutes	1949 to 1964

Special Projects

The Archives is involved in the creation of a pictorial and biographical history of Calgary Aldermen from 1884 to the present. At the request of the Municipal Building Committee in October, 1985 the Archives became involved in the research and writing of biographies and obtaining photographs of those individuals who have been elected members of City Council. Upon completion, the work will be placed in the Aldermanic reception area of the Municipal Building, where it will be available for public viewing.

The word-processing by-law consolidation project which was begun in 1983, refined in 1984, was completed in 1985. The number of General Application By-laws entered has been 29.

Special Events

The International Institute of Municipal Clerk's (I.I.M.C.) held their 39th Annual Conference in Banff from 1985 May 18 to 23. The Conference was successful due to the active participation and dedicated work of the Host Co-ordinating Committee Chairman, which included staff from the City Clerk's Department. The Committee Chairmen were:

Joyce E. Woodward, Host Clerk
and Chairman, Housing Committee,
City Clerk, City of Calgary.

Frank Byrne, Chairman,
Awards and Prizes Committee,
Former City Clerk, City of Calgary.

Cal McGonigle, Chairman,
Education Committee,
City Clerk, City of Edmonton.

Diana Garner, Chairman,
Exhibits Committee,
Manager, Secretariat, City of Calgary.

Fiona Daniel, Chairman,
Finance Committee,
City Clerk, City of St. Albert.

Larry Godin, Chairman,
Hospitality Committee,
City Clerk, City of Medicine Hat.

Jean Potts, Chairman,
Special Events Committee,
Assistant City Clerk, City of Lethbridge.

Gerry Bussieres, Chairman,
Spouse and Tour Committee,
City Clerk, City of Fort McMurray.

Dale Nichol, Chairman,
Transportation Committee,
Municipal Administrator, City of Airdrie.

Loretta Thompson, Chairman,
Registration Committee,
City Clerk, City of Swift Current.

A review of the activities of the I.I.M.C. Conference were outlined in the Institute News Digest. A copy of this article is attached. See Attachment A.

ATTACHMENT "A"

NEWS DIGEST

JULY 1985

PERFECT WEATHER MAKES BANFF CONFERENCE PERFECT

The setting of the 39th Annual IIMC conference in Banff, Alberta, proved to be ideal for a week of sharing and rejuvenation for the one thousand delegates and guests in attendance. The remoteness of the area, an airline strike, and the limitation of accommodations did not deter this conference from being the second highest attended one in IIMC history. The weather during the entire period of the gathering, May 18-23, was *"Banfffantastic."*

Implemented Goals Recommendations

The 1985 conference put into operations a number of recommendations made by the Goals Committee in its report issued earlier this year. All candidates for IIMC office were nominated in advance and spoke to the delegates at a general session the day prior to the election. This allowed all delegates to learn in advance who were the candidates before they voted for them. All candidates were listed on a printed ballot, and the delegates voted before the beginning of the annual meeting without disrupting the flow of the program. The chairmen of the standing committees submitted in writing their reports, and the annual business meeting concentrated on the presentations and recommendations of the various committees. The meeting was completed within the scheduled time-frame.

Also, as recommended, the enrichment of the conference program with emphasis on topics relating to professional image building was accomplished through the Banff Centre School of Management which provided the faculty for the majority of the workshops and the general session. The members of the 1985-86 committees were appointed in advance and met on the last day of the conference to review and set priorities for the coming year.

White Hat Ceremony

Outgoing IIMC President Iola S. Stone, CMC, opened the conference by declaring that its theme, *Strategies for Managing Change,* will "give us a strong foundation on which to build and strengthen our methods of responding to the constant change evolving around us, as we perform our role in local government."

Yet the six-day gathering also allowed attendees to relax, enjoy the surroundings of the area, and renew and make new friends at several informal gatherings. The IIMC Conference Coordinating Committee, chaired by Joyce Woodward, City Clerk, Calgary, Alberta, planned a number of outstanding events. The first was an outdoor reception with its panorama of the Canadian Rockies and the stirring performance of the Calgary Police Band and Pipers. The jam-packed Monday opening session introduced the "White Hatter Ceremony" and from that day forward the conferees wore their Calgary Stampede cowboy hats with pride. The Annual Banquet, televised in-house to accommodate persons in the overflow dining room, featured the Hon-

(Continued on page 6)

Amid the splendor of the Canadian Rockies, the 1985 Conference delegates enjoyed the playing and marching of the Calgary Police Band and Pipers.

Delegates packed the Opening Session to watch the "White Hat Ceremony" and hear the traditional messages of welcome.

Taking the oath of office for IIMC directors at the Annual Banquet are (l. to r.) Howard Lindberg, Douglas Armstrong, Marilyn McLaughlin, Bobby Earle, Mary Zander, Margery Conlon, Jackson Bailey, Jean Bailey, Kathleen Herold, and Maureen Swaney.

ANNUAL CONFERENCE (Cont'd)

orable Julian Koziak, Q.C., Minister of Municipal Affairs of the Province of Alberta, whose concise yet memorable remarks stimulated and entertained the entire gathering.

Election of Officers for 1985-86

The amendments to the IIMC Constitution adopted at the last annual meeting in San Diego were put into effect in Banff. The position of 5th Vice President was eliminated. The delegates elected Dorothy Soderblom, CMC, City Clerk, Hays, Kan., as the association's 27th President. (See separate story.) The other officers included: 1st Vice President Helen Kawagoe, CMC, City Clerk, Carson, Calif.; 2nd Vice President Jack J. Poots, CMC, Associate City Clerk, Scarborough, Ont.; 3rd Vice President Margaret "Peg" Griffith, CMC, Clerk of Council, Lima, Ohio; and 4th Vice President Terry S. Tripp, CMC, City Clerk, Gonzales, La.

The recent constitutional changes also expanded the number of IIMC directors to 20 — two from each region. The persons elected to this position in Banff were: Margery Conlon, CMC, City Clerk, Binghamton, N.Y.; Jean Bailey, CMC, City Clerk, Rocky Mount, N.C.; Jackson B. Bailey, CMC, City Clerk, Birmingham, Ala.; Bobby N. Earle, CMC, City Secretary, Texas City, Tex.; Mary T. Zander, CMC, City Clerk, Sterling Heights, Mich.; Marilyn McLaughlin, CMC, Clerk of Council, Centerville, Ohio; Howard W. Lindberg, CMC, City Clerk, Great Bend, Kan.; Maureen M. Swaney, City Recorder, Gresham, Ore.; Kathleen Herold, CMC, City Clerk, Homer, Alas.; and W. Douglas Armstrong, CMC, County Clerk/Treasurer, Peterborough, Ont.

Jackson Bailey will serve a one-year term to fill a vacancy. All the rest will serve three-year terms except Marilyn McLaughlin and Kathleen Herold. These two will have an extra year (determined by the drawing of lots) in order to eliminate the situation of having the terms of both directors in a region expiring at the same time.

President Stone presents Certificate of Appreciation to two members of the Board of Directors who have completed their terms of office — Bettie Arthur, Middletown, Ohio (center) and Margery Price, Kennewick, Wash. (right). Not shown is Ed Tomkiel, Manchester, Conn.

The Hon. Julian Koziak, Q.C., Minister of Municipal Affairs, Province of Alberta, addressed the delegates and guests at the IIMC Annual Banquet.

Education Program Well Received

The Banff Centre School of Management provided the education workshops on Monday, Tuesday morning and all-day Wednesday. The school is a progressive learning center committed to fulfilling the continuing management development needs of individuals with significant responsibilities. Its major goal is to increase the managerial effectiveness of men and women from all sectors of contemporary society.

The conference began with a special Academy Session on the Saturday preceding the opening day. Dr. Paul Fleck, President of the Banff Centre, discussed the role of the arts in municipal government. He was followed by an afternoon presentation on communications and the media as a vital aspect of municipal

Bruce S. Smith, IIMC Membership Chairman for Canada and other countries, presents a special award to Francene Clark, State Membership Chairman of Minnesota for individually recruiting the most members during the IIMC Membership Contest.

government as relayed by Larry Shorter, the Centre's Director of Communications.

John Amatt, President of the "One Step Beyond Adventure Group," delivered an inspirational keynote address supplemented by spectacular photographs, on the subject of "Climbing Your Own Everest — What It Takes to Get to the Top." Mr. Amatt was a member of the Canadian expedition which scaled the highest peak in the world. He interwove his personal experiences and those of other members of the climbing team with how they can be applied to each individual in the audience in his or her quest to attain their goals in life.

The following two days a team of nine professional instructors conducted over two dozen workshops covering a broad spectrum of subjects. These included productivity (in all its facets), the role of the clerk and the council, stress and burnout, management theories, decision making and group dynamics, automation and the electronic office, and employment contracts and employer liabilities.

On Thursday panels of experienced clerks conducted technical workshops on public relations, records management, computer software, finance management, election administration, and agendas and minutes preparation. The directors of the IIMC-recognized municipal clerks institutes held a roundtable to share information among themselves on the operation of their programs.

Frances McDaniel, IIMC Membership Chairman — U.S. (center) presents the plaque to Regional Directors Barbara Dunaway, Eloy, Ariz., and Dave G. Manzanares, Boulder, Colo., in recognition of Region VIII obtaining the most new members in the IIMC Membership Contest.

Newly designated Honorary Member Kay Callan (r.) receives silver tray in recognition from President Iola Stone.

Presented Honorary Membership

At the Annual Banquet Kathleen M. Callan, CMC, Retired City Clerk of Oak Park, Mich., received a silver tray commemorating her designation as an Honorary Member of IIMC. She received this recognition for her work on behalf of the professional education of municipal clerks, both in IIMC and her state.

Also at the Annual Banquet, Francene Clark, City Clerk, Mound, Minn., received a special plaque as the winner of the IIMC Membership Contest. Region VIII (represented by Regional Directors Dave G. Manzanares, CMC, City Clerk, Boulder, Colo. and Barbara Dunaway, CMC, City Clerk/Finance Director, Eloy, Ariz.) was singled out as the IIMC region which recruited the most members during that contest period.

Special certifications of appreciation were given to the IIMC directors who completed their terms of office — Margery Price, CMC, City Clerk, Kennewick, Wash.; Bettie Arthur, CMC, Clerk of Commission, Middletown, Ohio; and Edward Tomkiel, CMC, Town Clerk, Manchester, Conn.